

Release Notes

hp StorageWorks Business Copy EVA/MA/EMA 2.3 Server

Product Version: 2.3

Sixth Edition (February 2005)

Part Number: T3032-98401

This HP StorageWorks Business Copy (BC) for enterprise virtual array (EVA), modular array (MA), and enterprise modular array (EMA) document describes BC server issues not covered elsewhere in the documentation set.



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About this document

This section describes the content reflected in this document, including:

- [Release Notes Information](#)
- [Intended audience](#)
- [Business Copy documentation](#)
- [Business Copy product updates](#)

Release Notes Information

All Release Notes information is covered in the [Known issues, resolutions, and additional information](#) section.

Intended audience

This document is intended for customers and HP authorized service providers.

Business Copy documentation

BC documents are distributed using a BC documentation CD and by a Web download from the BC product page website: <http://h18000.www1.hp.com/products/storage/software/bizcopyeva/index.html>. Refer to the *HP StorageWorks Business Copy EVA/MA/EMA 2.3 Getting Started Guide* (AA–RVHPA–TE) for a list of BC-related documents and part numbers.

Business Copy product updates

BC product updates, if available, are located at the BC software and drivers page website: <http://h18000.www1.hp.com/products/storage/software/bizcopyeva/index.html>.

Known issues, resolutions, and additional information

Maximizing BC performance

Consider performance capabilities when selecting a Storage Management Server (SMS) for installing Command View EVA, and consequently BC. BC performance diminishes when the SMS containing the BC server software also supports other large resource consuming applications (such as Oracle® or Microsoft® Exchange). HP recommends installing BC server software on an SMS that enables BC to perform optimally.

New supported servers

The Business Copy 2.3 server can now be installed on these additional platforms:

- HP ProLiant DL380 G4 Storage Server (formerly HP StorageWorks NAS 4000)
- HP ProLiant DL580 G2 Storage Server (formerly HP StorageWorks NAS 9000)
- Windows 2003 (32-bit) Standard Edition
- Windows 2000 (32-bit) Server

BC server software installation failure error

Description: If the following error displays when installing BC server software on a Storage Management Appliance (SMA), the probable cause is due to multiple installations or reinstallations of BC software:

```
hp OpenView storage management appliance Error  
Access is denied. - 8004020E
```

Resolution: Remove all content in the SMA C : \Temp directory using the following procedure and repeat the BC server software installation:

1. Close all browser sessions to the SMA.
2. Log in to the SMA using Terminal Services.
3. Navigate to C : \Temp.
4. Delete all content in this directory.
5. Close Terminal Services.

Old favorites/bookmarks to the BC server platform may not work

Old favorites/bookmarks to the BC server platform may not work because the URL format has changed. The new URL format for browsing to the BC server platform is shown below:

```
https://<BC_server_platform_name or IP_address>:2381  
or  
https://<BC_server_platform_name or IP_address>:2381/business_copy
```

Use a fully qualified name (such as MyComputer.dept.com) or unqualified name (such as MyComputer), depending on network configurations and proxies.

Installing the BC server and host agent software on the same Windows host

1. Go to the Business Copy EVA web site:
<http://h18006.www1.hp.com/products/storage/software/bizcopyeva/index.html>. Navigate to the download page by clicking the following links:
 - a. **Software and Drivers**
 - b. **download drivers and software**
 - c. **HP Business Copy EVA v2.3 Media/Doc Kit**
 - d. **Microsoft Windows 2000 Advanced Server**
2. Download the following:
 - HP StorageWorks Business Copy EVA/MA/EMA 2.3 - Server (Windows Server 2003)
 - HP StorageWorks Business Copy EVA/MA/EMA 2.3 - Host Agent
 - HP StorageWorks Business Copy EVA/MA/EMA 2.3 - Single Host patch

Save the host agent and single host patch files in the same folder. The patch will not work if it is not in the same folder as the host agent installation software.
3. If the host agent is already installed on the host, uninstall it.
4. Install the BC Server software.
5. The single host patch is a simple batch file (bc_2.3_singlehost_patch.bat). Run this file to apply the patch and install the host agent.

Note: See the HP StorageWorks Business Copy EVA/MA/EMA 2.3 server and host agent installation guides for more information.

Snapshot and snapclone Vraid limitation

If you use HP Replication Solutions Manager to create snapshots and snapclones, observe the following caution:

Caution: Do not select Vraid0 for a snapshot or snapclone if the source is at Vraid1 or Vraid5. If such a snapshot or snapclone is affected by a disk failure, performance of the source virtual disk can severely degrade.

This limitation is specific to array controller software versions VCS 3.020 and 3.025.

Snapshot and snapclone Vraid recommendations

For snapshots, HP recommends selecting a Vraid level with equal or lower redundancy than the source virtual disk. For snapclones, you can select a Vraid level with higher redundancy than the source. [Table 1](#) shows the recommended Vraid selections for snapshots and snapclones based on the Vraid of the source virtual disk.

Table 1: Recommended snapshot and snapclone Vraid selections by source Vraid

Source Vraid	Source Redundancy Level	Recommended snapshot Vraid	Recommended snapclone Vraid
Vraid0	Lowest	Vraid0*	Vraid0*, 5, 1
Vraid5	Medium	Vraid5	Vraid5, 1
Vraid1	Highest	Vraid1, 5	Vraid5, 1

* Source and destination virtual disks must be in the same disk group.

The ability to create a snapshot or snapclone with less redundancy than the source virtual disk allows you to save space. You cannot create a snapshot with greater redundancy than its source because a snapshot contains only changed data and refers to the source for unchanged data. Consequently, if the source becomes inoperative, the snapshot also becomes inoperative. You *can* create a snapclone with greater redundancy than its source because a snapclone is an independent copy of the source.